LIFESAVER™
PICTURE FRAMING SOFTWARE

More than 50 Tips, Tricks, and Shortcuts

REVISION 5.20.9 (10/20/2014)

PHOTO WONDER

TRU VUE

canvas art works

PowerPay

DIGITALCUSTOM GROUP, INC.

ARTAISSANCE

WebOrders
Order Vendor Products Online.

WebReports
Any Report, Anytime, Anywhere.

WebRescue
Securing your company's critical data.

LIFESAVER™
ONLINE FRAMING SOFTWARE

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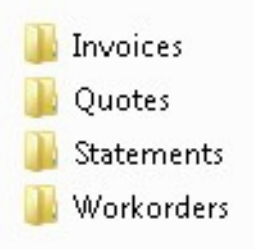
How can I email copies of Invoices, Quotes, Statements, or Workorders?



Lifesaver can transparently generate PDF images of these items, which can be included as an email attachment.

If your client wants a copy, just click the ATTACH (paperclip) button in your favorite email program, and specify which PDF file to include. By default, you will find the folders and files in ***c:\lifesaver\pdf***

I would like to review my prices. Where do the various pricing components 'live'?

Mat, Moulding, and Fabric prices will automatically adjust to the market, based on your markup formula and the updates from the UPDATE CENTER. These items can be adjusted globally, by vendor, by price range, or even individually by item #.

Art, Labor, Glazing, and other components require period manual review. Most items can be priced with a cost (times) markup system, based on unit price, united inches, or square inches/feet. In most cases, these can be set up with a minimum allowable charge.

>Mats, Fabrics, Mouldings, Liners, and Fillets *(the cost adjusts automatically via update center)*
From the MAIN MENU:
-Click MOULDING, FABRICS, or MATS
-Click VENDORS
-Highlight the desired vendor, if it has already been added
-Set the desired markup multiplier for each price range. *Example: From $0.01 to $4.99 Markup 3x*
-Click "Set Markup to This Vendor Only", to apply changes

Tip: *To set an additional moulding fee per foot, see: CONFIG → MOULDING → FIXED MARKUP FACTOR*

>Glazing
From the PRICE MENU:
-Click TRUVUE GLAZING, and highlight desired glazing type
-Select costing/pricing method: By Lite, By Sq Ft, or by UI
-Enter cost and markup multiplier, to calculate retail (for BY LITE, click + to expand table)

>Mounting, Stretching, Labor, and Specials
From the PRICE MENU:
-Click MOUNTING, STRETCHING, SPECIALS, or LABOR, and highlight desired item
-Select costing/pricing method: By Unit, By Sq Inch, or by UI
-Enter cost and markup multiplier, to calculate retail. *Minimum price field is optional*

>Art, Artaissance, General and Gift Items
From the MAIN MENU:
-Click ART
-FIND or ADD the item, to set COST and MARKUP

>PhotoWonder Photo Restoration
From the WRITE ORDERS screen:
-Click PHOTOWONDER logo → MARKUPS

>DigitalCustom Photo Restoration
From the PRICE MENU:
-Click FILE → DIGITALCUSTOM PRICING, and highlight desired item
-Enter cost and markup multiplier, to calculate retail.

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How does the PACKAGE PRICING feature work?

Many shops offer promotional framing packages to their customers, with fixed base prices up to certain sizes. Once you define the "rules" (the sizes of the package(s), the allowed mat(s), the allowed moulding(s), the glazing and mounting type, number of mats included, etc), LifeSaver makes it very easy to price these packages. In addition, it will calculate the additional charge if the designer decides to improve or "up sell" the design.

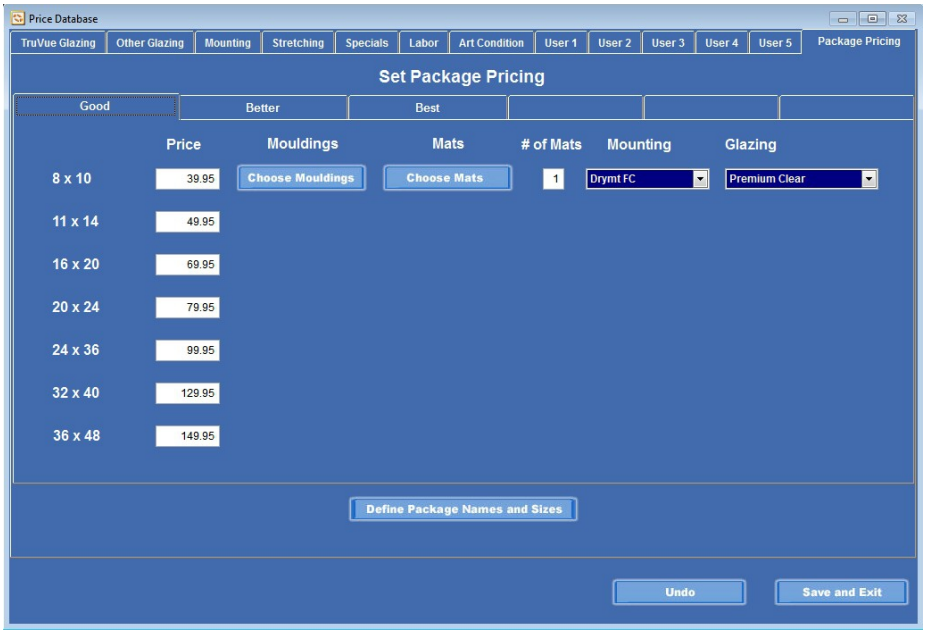
>How to use Package Pricing at the design counter:

From the FRAME-IT screen:
-Enter the dimensions, Moulding ID, etc in the usual manner
-Select the applicable package from the PACKAGE PRICING pull-down list.
-The price and specifications will automatically change, as pre-defined

Tip: *You may (optionally) upgrade any of the components. (better glazing, additional mat(s), VG, etc)*
The system will automatically charge the difference between the original and upgrade component(s).

>Define your Package Pricing program(s): (one time setup)

From the MAIN MENU:
-Click PRICE
-Click the PACKAGE PRICING tab
-Click DEFINE PACKAGE NAMES AND SIZES
-Enter a name for each package that you offer. *Ex: "Good, Better, Best"*
-Define the available package sizes, from smallest to largest
-Click CONTINUE to save these options
-Select the desired PACKAGE name tab, which you wish to edit
-Enter the selling price for each defined size within this package
-Add moulding(s) that are applicable for this package. Choose Mouldings → ID → Add to Package
-Add optional mat(s) that are applicable for this package. Choose Mats → ID → Add to Package
-Define the number of MATS, if any, which are allowed with this package
-Define the MOUNTING TYPE for this package
-Define the GLAZING TYPE for this package
-Click SAVE AND EXIT, when you are done defining your packages (tabs)



The above is a brief overview. For a detailed look, please see the LifeSaver website tutorial: LINK

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Pricing FABRIC wrapped mats and liners

This pricing method takes several factors into consideration, to calculate the correct fabric selling price. This method will work for both framer wrapped or vendor wrapped sales. The grain direction, max bolt width, substrate, and 2 inch wrap allowance are all taken into consideration. This tip assumes that you have already set up the desired vendors in the fabric, mat, and moulding sections of LifeSaver.

>**Pricing Fabric Covered Mats:**

From the FRAME-IT screen:
-Enter project dimensions, frame ID, etc; as usual
-Enter the substrate **MAT ID** in field 1. *example:* ***B8647*** (optional step, if being wrapped by framer)
-Enter the **FABRIC ID** (Vendor ID + Fabric ID) in the next available MAT/FILLET/FABRIC field.
Examples: ***RP325*** *(Raphaels "325"),* ***FFE-10070*** *(Franks "10070"),* ***FFAMBR-BISQ*** *(Framing Fabrics "AMBR-BISQ")*
-Tab to the next field to answer additional questions about substrate, grain direction, mounting, etc.

Tip: *To specify a SPECIFIC substrate mat ID #, enter this mat ID in the field prior to where the fabric ID is entered. A prompt will appear, with the option to use the mat in the previous field as a substrate.*

>Pricing Fabric Covered Liners:

From the FRAME-IT screen:
-Enter project dimensions and outer/first frame ID; as usual
-Enter the (Vendor ID, Profile ID, and Fabric ID) code in the next available moulding field.
Examples: ***RPA-521*** *(Raphaels "A" profile, with fabric "521"),* ***FE-5310070*** *(Franks "53" profile, with fabric "10070"),* ***FFBV02-AMBR-BISQ*** *(Framing Fabrics "BV02" profile, with fabric "AMBR-BISQ")*

Tip: *To specify a premium charge for NS(NO SEAMS) / CC(Continuous covering), toggle the FIELD ID button several times; until it says "O". (example: 2: →C: →L: →J: →O:)*

Stacked Moulding Glazing Tip: *If you right click the moulding field, you can specify which moulding will be fitted with glazing. This is useful when glazing is to be placed over a liner or other inside moulding.*

The previous entry method is also available, without the above-mentioned benefits:

Examples of Direct Entry Fabric Mat codes: (old method, not as accurate)
R1005-4M (Raphael's fabric "1005", covering a 4-ply mat)
R1005-8M (Raphael's fabric "1005", covering an 8-ply mat))
FFE-10070-4 (Frank's fabric "10070", covering a 4-ply mat)
FFE-10070-8 (Frank's fabric "10070", covering an 8-ply mat)
FFE-10070-E (Frank's fabric "10070", covering an embossed mat)
FFAMBR-BISQ-4P (Framing fabrics "AMBR-BISQ", covering a 4-ply mat)
FFAMBR-BISQ-8P (Framing fabrics "AMBR-BISQ", covering an 8-ply mat)
FFAMBR-BISQ-AC (Framing fabrics "AMBR-BISQ", with acid free)
FFAMBR-BISQ-FO (Framing fabrics "AMBR-BISQ", with fomecore)

Examples of Direct Entry Fabric Liner codes: (old method, not as accurate)
RPA-1620 (Raphael's profile "A", with fabric "1620")
RPA-1620-CC (Raphael's profile "A", with fabric "1620", w/Continuous Covering)
FE-5310070 (Frank's profile "53", with fabric "10070")
FE-5310070-NS (Frank's profile "53", with fabric "10070", w/No Seams)
FFBV02-AMBR-BISQ (Framing fabrics profile "BV02", with fabric "AMBR-BISQ")

Note: See vendor provided charts for available fabric and liner profile codes

Detailed guides and training videos can be found on the LifeSaver website. Links: Raphaels Franks

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Web Rescue: Off-Site daily backups

This module and service are currently FREE

In the event of theft, flood/leak, or fire, local backups could be damaged. This free service gives you peace of mind knowing that an extra copy of your POS data is safely stored off-site.

Web Rescue runs overnight, and transfers an encrypted copy of your POS data files to a secure server. This is not intended as a replacement for your daily backup routine, but gives an additional layer of protection. Once enabled, this happens seamlessly. Web Rescue can store your last 5 backups, including all POS data and FrameVue image attachments. This data can be selectively restored, as necessary.

For Web Rescue to run, the computer must be left running overnight. Hibernation should be disabled.

One Time Activation Instructions:
From the MAIN MENU of your primary/server machine:
-Click CONFIGURE
-Click BACKUP tab
-Click to ENABLE WEB RESCUE
-Click to LAUNCH FROM THIS COMPUTER
-Click SAVE and OK
-The WEB RESCUE SETUP screen appears *(this is also available at CLOSING screen)*
-Select which days of the week your shop is normally open for business
-Select an appropriate (after hours) time for the process to run. Ex: 10pm, 3am, etc
-If you have FrameVue, you can check the optional box to back these images up.
-After reviewing the license terms, click I AGREE box
-Click BACKUP NOW to initiate a backup and test the connection

Restoring data from Web Rescue: *(WARNING: this will set your system data back to a previous date and time!!!)*
From the MAIN MENU of your primary/server machine:
-Click CLOSING
-Click RESTORE DATA FROM WEB RESCUE
-You will notice the last seven online backup sets referenced on the left side
-Put a check next to the date and time you wish to restore
-Click RESTORE
-Your current files will be overwritten and set back to the selected date and time.

Note(s): This feature is not intended as a replacement for your regular daily backup routine. It is still important to do local backups, as part of your daily closing process. Ideally, a rotation of flash drives to represent each day of the week should be used. Ie: Monday, Tuesday, Wednesday, etc.

WebRescue does not back up your accounting program(s) or other general documents.

I cannot stress the importance of daily backups enough, and not leaving them in the machine. If you use the same device every day and leave it in the machine - what would happen in the event of a loss due to theft, fire, or power/lightning surge? Storing off-site, and out of the machine, is considered the best plan.

Tip: *After this has been running for a couple days, click RESTORE DATA FROM WEB RESCUE (as above) to verify that backup sets are accumulating in the list. You can abort the process without restoring. You can also see the status of the most recent backup in the CLOSING screen.*

Analyze the performance of your shop

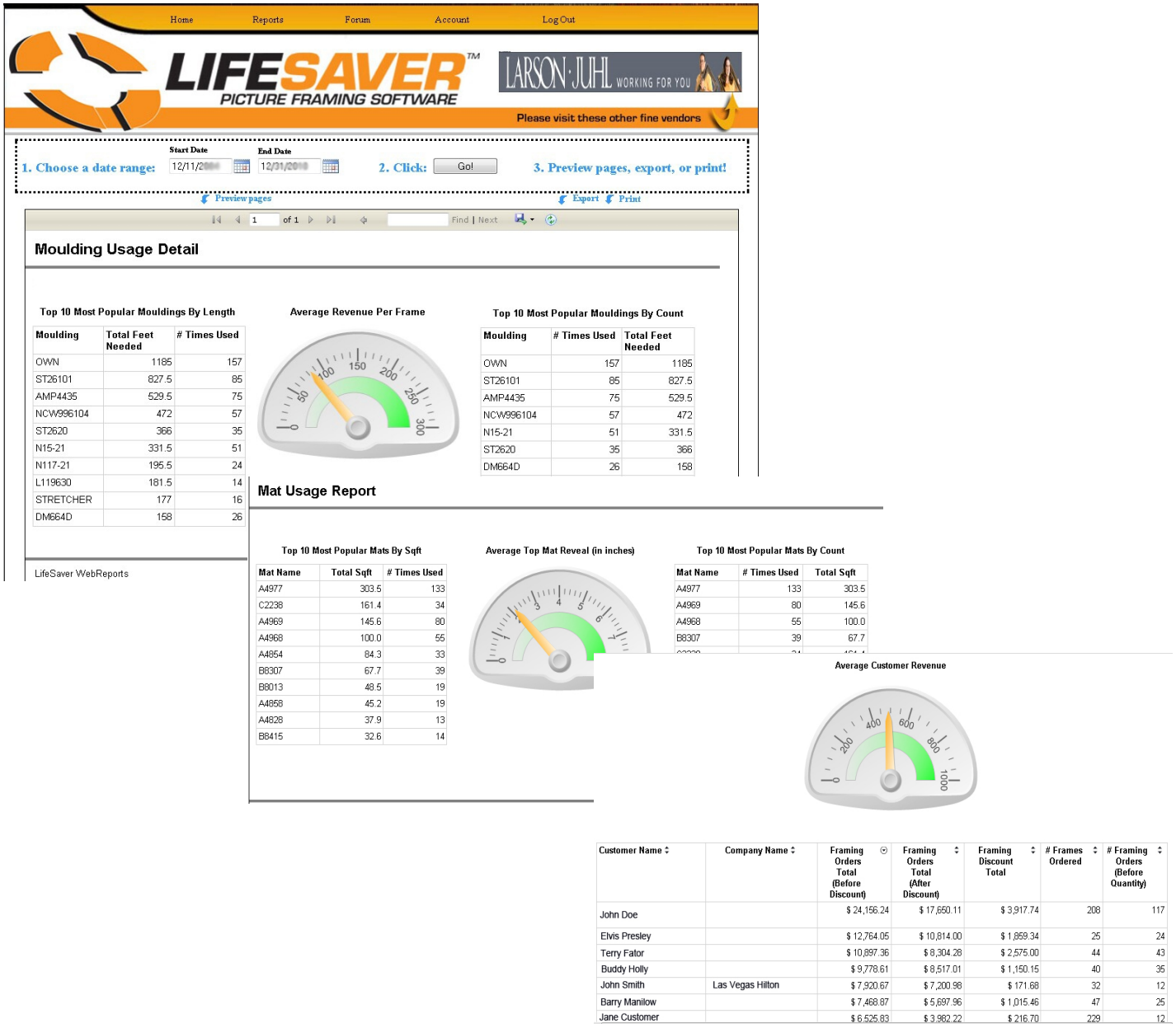
This FREE module is included with LifeSaver

WebReports
Any Report, Anytime, Anywhere.

Lifesaver's WEB REPORTS feature provides a variety of graphical reports to digest and review the performance of your shop(s). Some of the reports include: Performance by salesperson, top materials sold, discounting trends, average discounts/mat widths/tickets amounts, promotion results, performance comparison with industry averages, return for each zip code, etc.

From the MAIN menu:
-Click ***WEB REPORTS***
-Create an account, if you have not already done so.
-Log in to your Web Reports account, using previously created credentials.

Tips: *Using your log-in credentials, Web Reports can be accessed from* ***any*** *PC with internet access. You can "check in" from the road or from home, to get a quick pulse of the shop's performance. From outside the office, point your web browser to http://www.lswebreports.com* ***NEW:*** *All reports can be exported.*


Home
Reports
Forum
Account
Log Out
LIFESAVER™
PICTURE FRAMING SOFTWARE
LARSON·JUHL WORKING FOR YOU
Please visit these other fine vendors
1. Choose a date range:
Start Date
End Date
2. Click:
Go!
3. Preview pages, export, or print!
Preview pages
Export
Print
Find | Next
Moulding Usage Detail
Top 10 Most Popular Mouldings By Length
Moulding | Total Feet Needed | # Times Used
OWN | 1185 | 157
ST26101 | 827.5 | 85
AMP4435 | 529.5 | 75
NCW996104 | 472 | 57
ST2620 | 366 | 35
N15-21 | 331.5 | 51
N117-21 | 195.5 | 24
L119630 | 181.5 | 14
STRETCHER | 177 | 16
DM664D | 158 | 26
Average Revenue Per Frame
Top 10 Most Popular Mouldings By Count
Moulding | # Times Used | Total Feet Needed
OWN | 157 | 1185
ST26101 | 85 | 827.5
AMP4435 | 75 | 529.5
NCW996104 | 57 | 472
N15-21 | 51 | 331.5
ST2620 | 35 | 366
DM664D | 26 | 158
LifeSaver WebReports
Mat Usage Report
Top 10 Most Popular Mats By Sqft
Mat Name | Total Sqft | # Times Used
A4977 | 303.5 | 133
C2238 | 161.4 | 34
A4969 | 145.6 | 80
A4968 | 100.0 | 55
A4854 | 84.3 | 33
B8307 | 67.7 | 39
B8013 | 48.5 | 19
A4858 | 45.2 | 19
A4828 | 37.9 | 13
B8415 | 32.6 | 14
Average Top Mat Reveal (in inches)
Top 10 Most Popular Mats By Count
Mat Name | # Times Used | Total Sqft
A4977 | 133 | 303.5
A4969 | 80 | 145.6
A4968 | 55 | 100.0
B8307 | 39 | 67.7
Average Customer Revenue

Customer Name	Company Name	Framing Orders Total (Before Discount)	Framing Orders Total (After Discount)	Framing Discount Total	# Frames Ordered	# Framing Orders (Before Quantity)
John Doe		$ 24,156.24	$ 17,650.11	$ 3,917.74	208	117
Elvis Presley		$ 12,764.05	$ 10,814.00	$ 1,859.34	25	24
Terry Fator		$ 10,897.36	$ 8,304.28	$ 2,575.00	44	43
Buddy Holly		$ 9,778.61	$ 8,517.01	$ 1,150.15	40	35
John Smith	Las Vegas Hilton	$ 7,920.67	$ 7,200.98	$ 171.68	32	12
Barry Manilow		$ 7,468.87	$ 5,697.96	$ 1,015.46	47	25
Jane Customer		$ 6,525.83	$ 3,982.22	$ 216.70	229	12

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Adding your own SPECIAL items and treatments

Specials may be assigned a quantity in the FRAME-IT screen, by right clicking. Specials can be priced by Square Inch, UI, or Unit. (by labor or materials) A "cost x markup" formula can be used, to calculate retail. A minimum fee can be specified, and a pop up reminder box can be programmed for each item. A maximum size can be specified, and a surcharge for oversized items above 72UI.

One Time Step to Activate Enhanced Specials:
From the CONFIGURE menu:
-Click OPTIONS
-Confirm that there is a check next to "Use 5.x Pricing Method for Specials"
-Click SAVE

Using SPECIALS in the Frame-It Screen:
From the FRAME-IT screen:
-Hover over any special in the list to check price appropriate for this size piece (pop-up)
-Check the BOX for quantity one or RIGHT CLICK for multiple quantities of this same item

Adding a new SPECIAL to the database:
From the main menu:
-Click PRICE
-Click SPECIALS → PRICE
-Click ADD SPECIAL
-Enter a name for this new special
-Select pricing method: *Square Inch, United Inch, or Per Unit*
-Enter wholesale cost for this item
-Enter markup factor. ex: 3
-Select type: MATERIAL or LABOR
-(optional) Enter minimum selling price
-(optional) Enter maximum available size
-(optional) Enter *alternate* oversized markup factor for pieces beyond 72UI
-(optional) Enter designer's REMINDER MESSAGE ex: *This brass plate can have a max of 15 characters*
-Click SAVE when finished

Name	Cost By...	Cost	Markup	Retail	Min Price	Type	Position	Max V.	Max H.	O/S Markup	Reminder Message
Eng Plate Sm	Per Unit	8.0000	2.00	16.0000	16.00	(•) Material ( ) Labor	1	0	0	0.0000	Max 15 letters. Include txt in COMMENT
1/4 GI Spac	United Inch	0.2600	1.00	0.2600	7.50	(•) Material ( ) Labor	2	0	0	0.0000	Added large spacers for glass
1/8 GI Spac	United Inch	0.2000	1.00	0.2000	5.00	(•) Material ( ) Labor	3	0	0	0.0000	Added small spacers for glass
+30min Labor	Per Unit	30.0000	1.00	30.0000	30.00	( ) Material (•) Labor	4	0	0	0.0000	Rt Click to increase QTY. +30 mins ea
French Line	United Inch	0.5000	1.00	0.5000	10.00	( ) Material (•) Labor	5	0	0	1.5000	

How to add a restricted access account for an employee

Within LifeSaver, you can give the employee their own login ID which has its own access/security rules.

From the main menu:
-Click CONFIGURE
-Click FILE → ASSIGN PASSWORDS
-From this screen you can set up a new user ID and password, and can check off which permissions they are allowed. (which reports they can run, etc) If you click "employee", it will pre-configure it for the most common set of non supervisory permissions. That may be good as a starting point**.**

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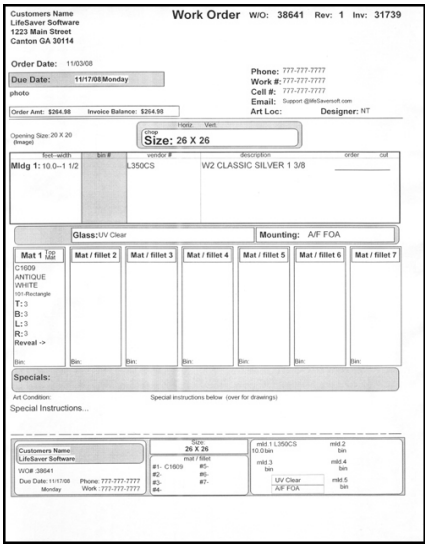
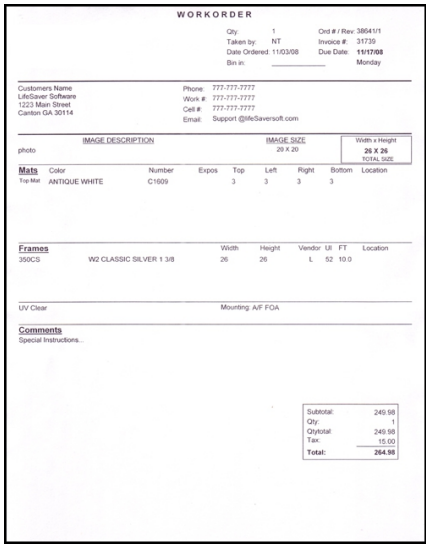
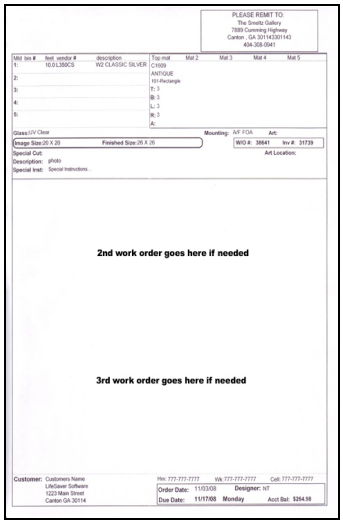
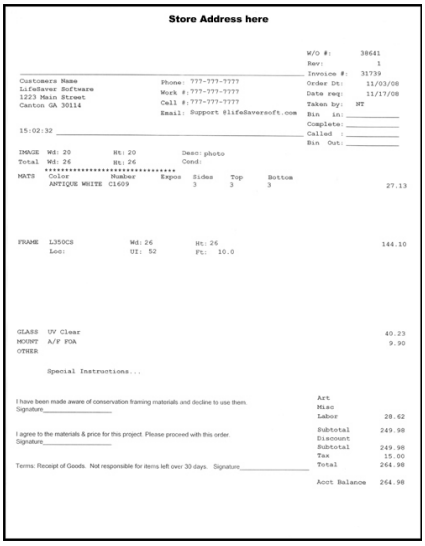
Changing the default WORKORDER style

There are five different workorder designs to choose from, to suit the tastes of your production staff. Thumbnails of each style can be viewed below, and in the configuration screen. The newest style #5 includes a visual image of the item to be framed, if you also have FrameVue.









Due Date: 01/25/11 Tuesday **Total pieces for invoice:** 1

Inv:	3429
W/O:	3331
Rev:	1
Designer:	
Page	

MIKE LABBE
147 Reservoir Avenue
Lincoln RI 02865
mike@getthepictureframing.com

Order Date: 01/14/11
Order Amt: $178.67
Invoice Bal: $189.36
Home: 401-764-0139
Work: 401-725-3400
Cell: 401-555-1234

Invoice Notes:

Done
Payment
Delivered

Matting Opening Size: 9 1/4 X 9 1/4 Art Loc: 27 Mat Cut: 101-Rectangle

Order	Description	Mat Number	Bin	Top	Bottom	Left	Right	Reveal
Mat 1	WHITE ON BLUE	CBR14987		1 3/4	1 3/4	1 3/4	1 3/4	
Mat/Fillet 2	BLACK WATCH	C3333		2	2	2	2	1/4

Framing Stretching: NeedlPnt

	Description	Vendor Number	Bin	Barcode
Moulding 1	tropical red	NELL-846		

Dog Needlework, Framed

Qty 1 **Mounting:** None **Art Cond:**

Specials:

Glass: Museum Glass®

Size: 13 1/4 X 13 1/4

To change the default WORKORDER style:

From the MAIN MENU:
-Click CONFIGURE
-Click the PRINTING tab
-Select the desired style
-Select any desired options
(art copy, tear off, etc)
-Click SAVE

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Electronic Vendor Ordering Feature

This FREE module is included with LifeSaver

WebOrders
Order Vendor Products Online.

WebOrders takes the functionality of the PICK LIST to the next level, with a configurable and interactive ordering system. Materials orders are generated based on recent workorders. Additional supplies can be added manually, if desired. If the materials are from current stock, this can also be specified.

Configuring WebOrders

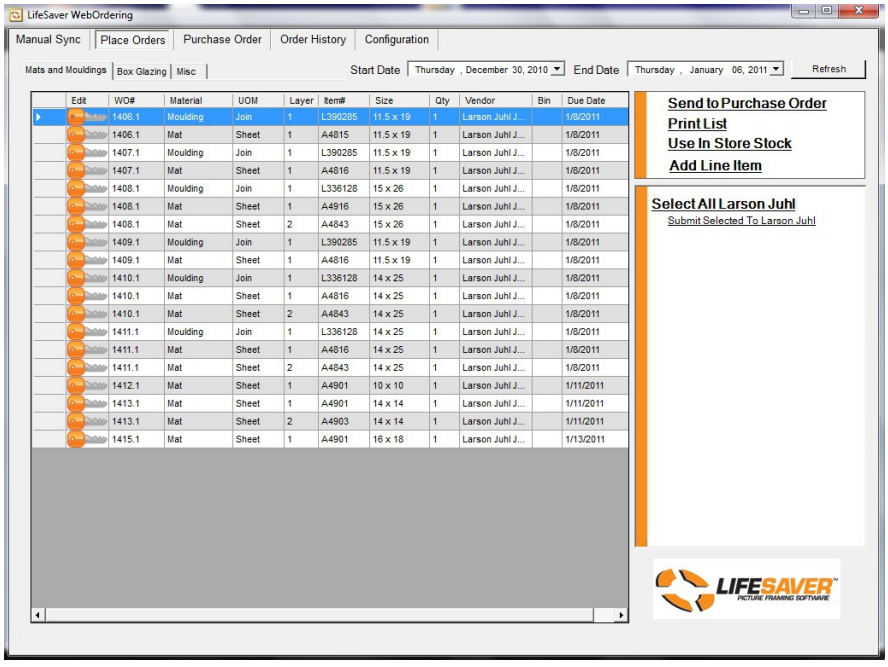
At the WebOrders screen: (Configure → Options → WebOrders)
-Log in with your user ID and password
-At the main menu, click the CONFIGURATION tab
-If desired vendor does not yet exist in the main list, use pull-down to select vendor.
If the vendor is participating in the program, they will appear on this list.
-Click ADD.
-Supply the requested info. Your account number, rep, your email, address, phone, etc
-Click CREATE/UPDATE VENDOR to save (Repeat these steps for all desired vendors)
-Click PROGRAM SETTINGS tab and select desired options
-Click SUBMIT CHANGES to save

Note: Be sure that all vendors have been updated with your contact and account info. If you need to verify or modify this information at a later time, click EDIT.

Using WebOrders

At the WebOrders Screen: (WebOrders is invoked as the daily closing *PICK LIST*)
-Click the PLACE ORDERS tab (default)
-Click the MATS & MOULDINGS sub tab
-Verify the correct starting and ending dates. If modified, click REFRESH
-All orders for the desired period will be displayed, for your review
-To modify an item, click the lock icon within the EDIT column
-Modify the order, as desired. i.e.: chop/length/box, quantity, substitute item number, etc
-Then click the lock icon again, to have the program accept your changes
-Click SELECT ALL for the desired vendor and double check your order.
Note: if there is an item you wish to omit, hold CONTROL and click that line.
-Click SUBMIT SELECTED for the desired vendor

Note: Glazing and Misc supplies can be ordered in the same manner. Each has a tab on the PLACE ORDERS screen


LifeSaver WebOrdering
Manual Sync
Place Orders
Purchase Order
Order History
Configuration
Mats and Mouldings
Box Glazing
Misc
Start Date
Thursday , December 30, 2010
End Date
Thursday , January 06, 2011
Refresh
Edit
WO#
Material
UOM
Layer
Item#
Size
Qty
Vendor
Bin
Due Date
1406.1 Moulding Join 1 L390285 11.5 x 19 1 Larson Juhl J... 1/8/2011
1406.1 Mat Sheet 1 A4815 11.5 x 19 1 Larson Juhl J... 1/8/2011
1407.1 Moulding Join 1 L390285 11.5 x 19 1 Larson Juhl J... 1/8/2011
1407.1 Mat Sheet 1 A4816 11.5 x 19 1 Larson Juhl J... 1/8/2011
1408.1 Moulding Join 1 L336128 15 x 26 1 Larson Juhl J... 1/8/2011
1408.1 Mat Sheet 1 A4916 15 x 26 1 Larson Juhl J... 1/8/2011
1408.1 Mat Sheet 2 A4843 15 x 26 1 Larson Juhl J... 1/8/2011
1409.1 Moulding Join 1 L390285 11.5 x 19 1 Larson Juhl J... 1/8/2011
1409.1 Mat Sheet 1 A4816 11.5 x 19 1 Larson Juhl J... 1/8/2011
1410.1 Moulding Join 1 L336128 14 x 25 1 Larson Juhl J... 1/8/2011
1410.1 Mat Sheet 1 A4816 14 x 25 1 Larson Juhl J... 1/8/2011
1410.1 Mat Sheet 2 A4843 14 x 25 1 Larson Juhl J... 1/8/2011
1411.1 Moulding Join 1 L336128 14 x 25 1 Larson Juhl J... 1/8/2011
1411.1 Mat Sheet 1 A4816 14 x 25 1 Larson Juhl J... 1/8/2011
1411.1 Mat Sheet 2 A4843 14 x 25 1 Larson Juhl J... 1/8/2011
1412.1 Mat Sheet 1 A4901 10 x 10 1 Larson Juhl J... 1/11/2011
1413.1 Mat Sheet 1 A4901 14 x 14 1 Larson Juhl J... 1/11/2011
1413.1 Mat Sheet 2 A4903 14 x 14 1 Larson Juhl J... 1/11/2011
1415.1 Mat Sheet 1 A4901 16 x 18 1 Larson Juhl J... 1/13/2011
Send to Purchase Order
Print List
Use In Store Stock
Add Line Item
Select All Larson Juhl
Submit Selected To Larson Juhl
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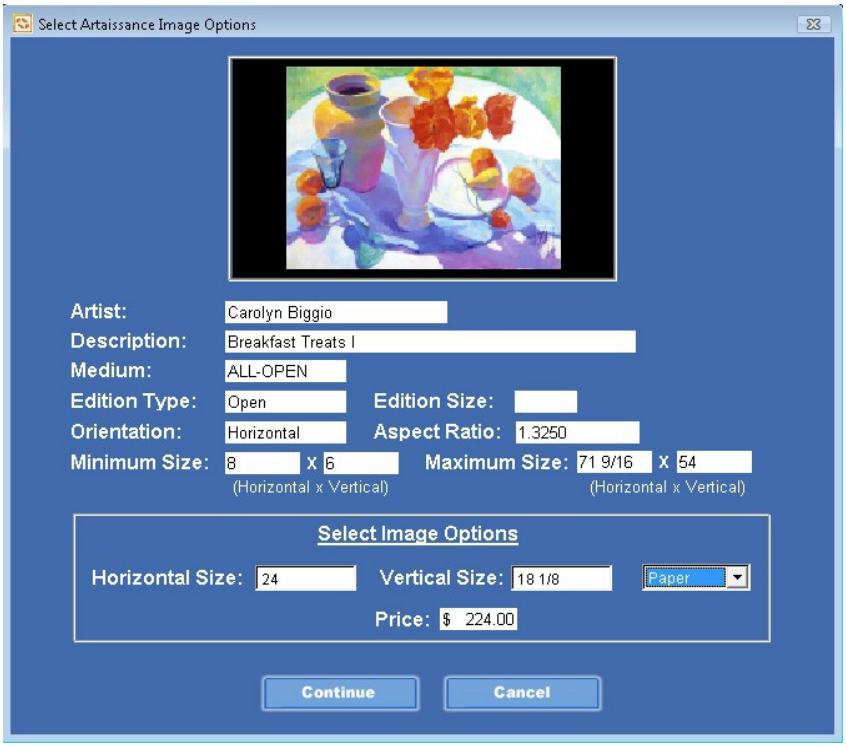
Pricing and Selling Artaissance via LifeSaver

This FREE module is included with LifeSaver

Download the initial Artaissance image database

At the MAIN MENU:
-Click ART
-Click ARTAISSANCE DATABASE logo
-Click UPDATE
-Click OK to begin the process.
-Once the process completes, click EXIT



**Note: Depending on your internet connection speed, the initial download can take 5-200 minutes. It may be best to do this after your daily closing, so it can run overnight.*

This will prevent down-time or any inconvenience.

Steps for completing a transaction

At the MAIN MENU:
-Click WRITE INVOICE
-Select SERVICES on the first available line
-Click ARTAISSANCE to load the Database
-Using FIND or NEXT buttons, find the desired item
-Click EXIT to load the ARTAISSANCE IMAGE OPTIONS screen
-Enter desired HORIZONTAL or VERTICAL size
-Enter the desired media: PAPER or CANVAS
-Click CONTINUE when satisfied, to place this line item on the Invoice screen
-Complete the Sale (apply payment, save, print receipt, etc) as normal
-Order will be transmitted with your daily closing, assuming the option is turned on. (see above)

Steps for including an Artaissance piece within a framing order

At the MAIN MENU:
-Click WRITE INVOICE
-Click FRAME-IT on the next available line
-Click ADD ART and choose the appropriate Artaissance item
-Enter desired HORIZONTAL or VERTICAL size
-Enter the desired MEDIA: PAPER or CANVAS
-Click CONTINUE to import the image, title, art price, and dimensions to the FRAME-IT screen
-Optional: Click FrameVue to use visualization with the imported image
-Select frame, mats, glazing etc to complete the transaction in the normal manner
-Click SAVE to return to Invoice screen, where you can take payment

How the calendar works to track your workload and show what is done or pending

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The calendar screen lets you get the "pulse of the shop" at a glance. Clicking it brings up the details. You can click the calendar in the FRAME-IT or INVOICE screens. From the main menu, press (F2)

- Days with a red background are blocked out, due to holiday, vacation, etc.

- The small red number to the left represents the number of pending "Workorders To-Do" for that day.

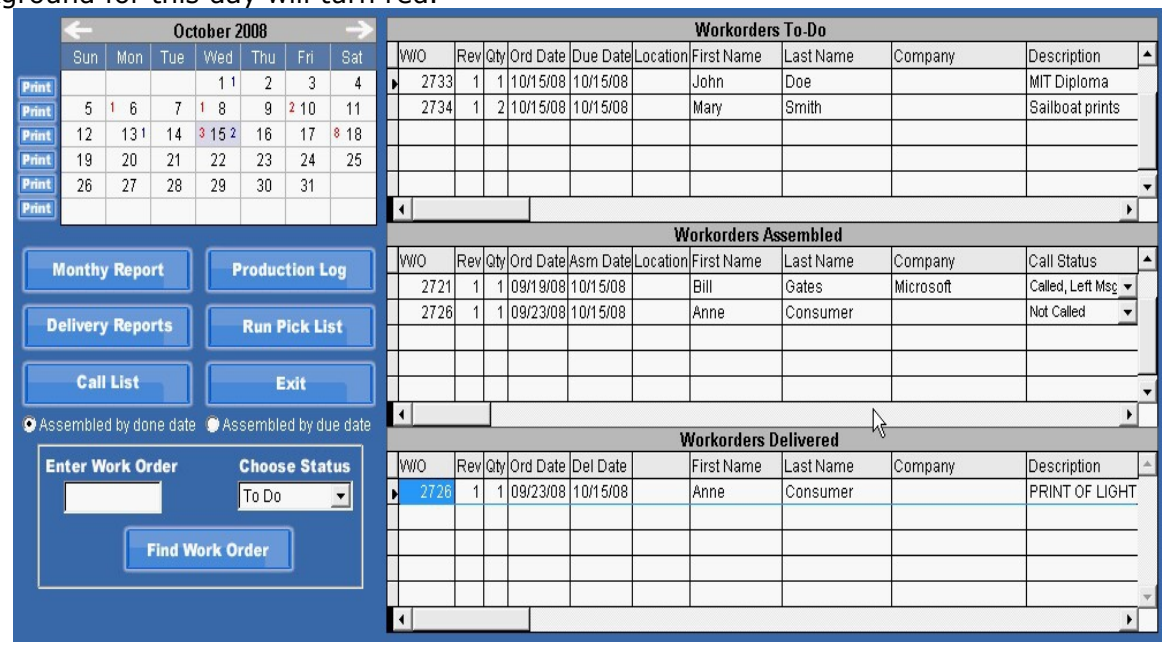
- The small blue number to the right represents the number of "Workorders Assembled" for that day.

- If you click a day, it will show a detailed list of what you have going on. (To-Do, Assembled, and

Printing Work Schedules (Workorders To-Do)
From CALENDAR tab/detail screen:
To print weekly to-do list: *Click* **PRINT** *on left of the desired week*
To print monthly to-do list: *Click* **MONTHLY REPORT** *and select criteria, hit OK*
To print full production log: *Click* **PRODUCTION LOG**

Blocking days in the calendar, so jobs will not be scheduled.
There may be days where you don't wish to schedule jobs. (holidays, vacations, events, etc) It is possible to mark these days in the calendar, so the auto scheduler will not attempt to use them.

From the CALENDAR tab/detail screen:
-Right click the calendar day that you wish to block.
-Select "Block Day"
-The background for this day will turn red.



Marking workorders "Assembled" (done)
From the CALENDAR tab/detail screen: (Alternate way: SCAN the w/o with your barcode reader)
-Click the due date and locate the ticket in the "Workorders To-Do" list
-Using the mouse, drag it to the "Workorders Assembled" list. (hold left mouse button over w/o #)
-(optional)If you have "require framer initials" checked in CONFIGURE, enter fitter's initials.

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Generating a "Pick List" (a list of framing materials recently sold, to be ordered or put aside)
From the CALENDAR tab/detail screen:
-Click RUN PICK LIST and follow prompts to view and/or print the report

Changing CALL STATUS for assembled orders
From the CALENDAR tab/detail screen:
-Click the appropriate due day in the calendar
-Find the order in the WORKORDERS ASSEMBLED section, and change the CALL STATUS column

Reporting CALL STATUS
From the CALENDAR tab/detail screen:
-Click CALL LIST
-Select desired report criteria *examples: Third call, reached customer, sent email, etc*
-Click CONTINUE to generate report

Changing a workorder DUE DATE
From the CALENDAR tab/detail screen:
-Find and click the workorder line on the "To-Do" list
-Drag and drop the record to the desired day on the calendar, and confirm your selection.

***Shortcut**: You can access the CALENDAR screen from the MAIN MENU by pushing* **[F2]**
***Tip:** You can view assembled orders by original due date, or actual assembly date. (via button option)*
***Shortcut**: RIGHT CLICK a customer to bring up phone numbers, auto EMAIL, and to view w/o details*

Adding An Automatic Cash Drawer

Lifesaver has built in support for an automatic cash drawer. It knows to send the "open drawer" command, when appropriate (cash sales, not credit card or checks) Some shops use a cash drawer in conjunction with a *Star* brand receipt printer. The PC connects to the printer, and the cash drawer physically plugs into the printer. The printer is what powers the drawer to open.
LifeSaver also supports some USB drawers, which connect directly to the PC.

note: The cash drawer has rubber feet and can be set up on top of your counter, or bolted below it with the optional bracket. Make sure you order the appropriate cable for your printer.
See ***APPENDIX A*** *for suggested models, vendor, and current pricing.*

***Shortcut:** To manually open the drawer anywhere in Lifesaver, hit* **CONTROL + D**

HOW TO ENTER AN ITEM FLOATED via "TOP MOUNT"

Example: To float an item on top of one mat, to be within the opening of a second mat.

From the FRAME-IT screen:
-Enter desired opening size (to include any space around object), moulding, and mat numbers
-Change the REVEAL field to "TOP MOUNT".
Note: This will eliminate the reveal measurement and make a special notation on the workorder.

Quick IMAGE SIZE Adjustment

From the FRAME-IT screen:
-Enter image size
-While in either field, press **PAGEUP** or **PAGEDOWN** to change size by 1/16th of an inch

SUSPEND: Working with Multiple Customers on a Single PC

Has this ever happened to you? You're working with a customer to design multiple items, and someone else comes in for a quick pick-up/payment. It is possible temporarily SUSPEND the order in progress, assist the second customer, then pick up where you left off! This is also helpful in a multi-station environment where you may want to move to another PC, equipped with visualization.

How to Temporarily SUSPEND an Order in Progress

From the WRITE INVOICE screen:
-Click SUSPEND after populating the invoice with at least one item
-(optional)Enter a comment to better identify this transaction (customer name, item, etc)
-Click SAVE

How to RESUME a Previously Suspended Order

From the WRITE INVOICE screen: (blank)
-Click RESUME
-Select the desired project from the list *(note: the most recent is on top)*
-Click RESUME

Adding a Minimum Markup Factor for Mats

This feature lets you set a different markup multiplier if the retail price goes below the cost of a full sheet. If so, the program will multiply the cost of the full sheet by this markup factor. If set to zero, this new feature will be ignored.

From the CONFIGURE MENU:
-Click MATS
-Enter multiplier factor in the minimum price markup field. *Ex: 1 (1 times the cost of a FULL sheet)*
-Click SAVE

Flexible Ways to Find/Look-Up a Customer

Version 5 introduced new methods to make finding customer records easier. These new methods work in the PAYMENT, STATUS, WRITE INVOICE, and CUSTOMER → FIND, and WRITE INVOICE → FIND screens. In addition to regular searches, the column headers can be clicked, to sort the entire database by that column. For example: You can click ***FIRST NAME*** *to sort and find all customers named MIKE.*

From any search screen:
-Do one of the following:
Type the customer's LAST name, company name, or any of their phone numbers in the search box
--or—
Enter the Invoice # or Framing Workorder # in the appropriate field, if applicable
--or—
Click any column header to sort by that field (last name, first name, phone, company, city, state, etc)
-Once the proper record is highlighted, click SELECT CUSTOMER or hit the ENTER key.

Shortcut: *In some screens, you can filter it to show only customers w/balances due. Click the check box.*

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Using the free form TEXT SEARCH feature

You can search for any string of text mentioned in a workorder title, art/gift inventory record, the mat database, or moulding database.

Practical Examples*: Suppose you are looking for an old order and you know the title contains the string "patriots", a mat that contains "nutmeg" in the description, art that has "Venice" in one of the fields, a customer who lives on "Elmira" street, or a moulding that contains the word "copper" in the description.*

Using Free-form Text Search

From ANY of the following screens:

- *WRITE INVOICE → BROWSE (or FIND ORDER)*
- *WRITE INVOICE → FIND A CUSTOMER*
- *MOULDING → BROWSE*
- *MATS → BROWSE*
- *ART → BROWSE*
- *FRAME-IT → VIEW MOULDING(S)*
- *FRAME-IT → VIEW MAT(S)*
- *FRAME-IT → VIEW ART/INVENTORY*

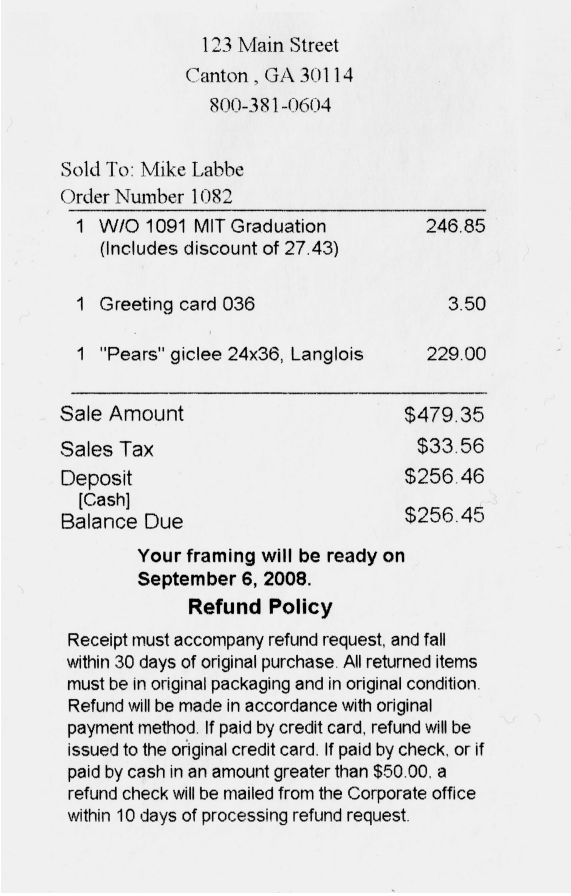
-Click SEARCH
-Enter the string of text you wish to locate. *ex: "Copper"*
-Click SEARCH to find the first match
-Click NEXT to find additional matches

Adding an optional high speed thermal receipt printer

A receipt printer will print your sales invoices, payments, PowerPay credit card slips, etc. Everything else (daily reports, workorders, commercial invoices, etc) still goes to the laser. Advantages: cheaper to operate, no warm up, super fast, can accommodate an optional cash drawer, shop logo and coupons can be included, a standard size/format associated with retail.

See ***APPENDIX A*** for a list of recommended models, prices, and vendors.

Note: Although I recommend the Star models, an inexpensive Dymo printer can also be used for receipts, without auto cutter, logo, or cash drawer support. The paper costs less for Star models.



123 Main Street
Canton , GA 30114
800-381-0604

Sold To: Mike Labbe
Order Number 1082

1	W/O 1091 MIT Graduation (Includes discount of 27.43)	246.85
1	Greeting card 036	3.50
1	"Pears" giclee 24x36, Langlois	229.00

Sale Amount	$479.35
Sales Tax	$33.56
Deposit [Cash]	$256.46
Balance Due	$256.45

Your framing will be ready on September 6, 2008.

Refund Policy

Receipt must accompany refund request, and fall within 30 days of original purchase. All returned items must be in original packaging and in original condition. Refund will be made in accordance with original payment method. If paid by credit card, refund will be issued to the original credit card. If paid by check, or if paid by cash in an amount greater than $50.00, a refund check will be mailed from the Corporate office within 10 days of processing refund request.

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Set a default city and state for new customers

Do you find yourself typing the same thing over and over?

From the main menu:
-Click *CUSTOMERS*
-Click *RECORD MAINTENANCE*
-Click *SET DEFAULTS*
-You will be able to specify default categories, city, state, zip code, area code, and terms..
These will appear when you add a new customer.

Purify your customer database:

How to identify duplicate customers
How to merge duplicate customers into a single account
How to remove customers from future mailings

It happens...
We may mistakenly enter the same customer twice, or one account for the husband and another for the wife, etc. This can be costly when it's time to do mailings. This process will compare phone numbers and information from the customer database, to suggest possible duplicates. It is then possible to MERGE the duplicates into a single record, combining their history and totals.

GENERATE A *CHECK FOR DUPLICATES* REPORT

From the main menu:
-Click *CUSTOMERS*
-Click File
-Click *CHECK FOR DUPLICATES*
-Confirm with *YES* when prompted.
-The findings will be printed, for your review

MERGING HISTORY AND TOTALS FROM TWO CUSTOMERS INTO ONE

From the main menu:
-Click *CUSTOMERS*
-Click *MERGE RECORDS*
-Select a customer for "Copy orders FROM this customer..." (left)
-Select a customer for "...TO this customer" (right)
-Click *MERGE* to combine these accounts

REMOVING A CUSTOMER FROM FUTURE MAILINGS

LifeSaver maintains your mailing list, and can print labels or export to an external program. There may be customers that you no longer wish to mail, or where the previous mailing was returned as ***undeliverable****. You can easily flag these, so they will be omitted from future mailings.*

From the main menu:
-Click *CUSTOMERS*
-Click *FIND* and locate the desired customer
-Click *UPDATE RECORD*
-Click *DO NOT MAIL*
-This customer will no longer receive mailings.

Tracking Promotions and Customer Sources. 'How did you hear about us?'

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Defining your promos:
From the main menu:
-Click PROMOTIONS
-Enter promotion name and comments
-Click ACTIVATE
-Repeat for each entry (ex: *Web referral, yellow pages, saw sign, referred by other customer, newspaper ad, TV ad, radio ad, Val-Pak, Fall Mailing, Coupon 234, Town employee discount, chamber discount, employee, etc*)
-These will now be listed in the "promotion" pull-down.

If you would like your employees to be reminded, if they forget to choose one:
From main menu:
-Click CONFIGURE → OPTIONS
-Put a check mark next to 'Prompt For Promotion'
-Click SAVE

Reporting the results:
From the main menu:
-Click PROMOTIONS
-Click File → REPORT
-Select ALL PROMOTIONS, or a specific promo from the list
-Enter starting and ending report dates
-Select Detail or Summary version
-Click OK
-Report will preview on screen, with option to print

Shortcut: Viewing LifeSaver Documentation
You can push F1 anywhere in LifeSaver, to view the system documentation. Once loaded, CONTROL+F lets you do a text search for help about a specific item.

Which Windows screen resolution setting is best for LifeSaver?
The display settings can be changed in the Windows control panel

If you have a standard monitor: The optimal setting for Lifesaver is 1024x768
If you have a wide screen monitor: The optimal setting may be 1280x768, or 1440x900 (depends on monitor)

Tip: Adding Photo to Canvas Services
The module for this company is built in to LifeSaver

Canvas Art Works has partnered with LifeSaver to provide canvas portraits for your customers. The frame retailer sells a kit to the customer for $10, and the photo or digital scan can be sent from your shop or from the customer's home. Once received, a Canvas Art Works artist digitally creates a unique artwork, inspired by the customer's image. The customer receives a proof, and is able to request additional changes or to order a specific size. The finished product can be mailed to you, for framing. This vendor has a 100% satisfaction policy.

Wholesale/retail price lists, FAQ's, samples, merchant registration, and a video presentation can be found within Lifesaver, by clicking the SERVICES button on the invoice/order screen.

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Filtering/Mining the customer database for export, or to print mailing labels

Example: To establish a temporary "Filter" to produce the top 200 customers within a recent date range:

From the main menu:
-Click CUSTOMERS →FILTER →TOP CUSTOMERS WITHIN A DATE RANGE
-Enter number of TOP CUSTOMERS desired. (ex: 200)
-Select beginning and ending date range. (ex 1/1/2012 – today's date)
-Click SET FILTERS

Note: Filters are very flexible, and can be set up for any number of parameters. Examples: Top X customers within a date range, customers with or without email addresses, customers who spent over a certain amount in a date range or year, customers who had a minimum amount of orders in a date range or year, by category, last purchase date range, balance due, birth month, text found in customer notes, by mat or moulding # purchased, by artist or sku# purchased, order qty, city, state, zip code, etc.

To print your filtered records to mailing labels

From the main menu:
-Click CUSTOMERS →LABELS →OK
- If using a laser printer (or inkjet), they should be 1" x 2 5/8" (3 cols of 10 each, 30 per page)
*Avery product **5160**(laser) or Avery Product **8460**(inkjet)*
These also work: 5260, 5520, 5810, 5960, 5970, 5971, 5972, 5979, 5980, 8160, 8660, 8810, or equiv

Or, if you prefer to export them to a file for use in an external program

From the main menu:
-Click CUSTOMERS →EXPORT →click the fields you wish →OK →specify the output file name
-Load it up in your Word, Excel, Access, OpenOffice, etc and go to it.

After you're done, be sure to remove the temporary FILTER you previously established

From the main menu:
-Click CUSTOMERS →FILTER →CLEAR ALL FILTERS

Mailing List Maintenance Tip

When mail is returned by the post office as undeliverable, you can look up the customer and click ***DO NOT MAIL***. This will prevent future mailings and save postage.

"On the fly" Price toggle for CHOP, LENGTH, JOIN, or WEDGE; in the FRAME-IT screen

The default moulding calculation can be changed, while writing up an order. As long as the vendor has provided prices to LifeSaver, the program can calculate based on Length, Chop, Join, or Wedge price models. You can even have a combination of each in the same order.

From the FRAME-IT screen:
-Enter a moulding ID
-Click the moulding ID i.e.: you'll see it toggle between the various pricing methods.
-The "1:" will change to "C:" (chop), "L:"(length), "J:"(join), etc.
-Note the new retail price, appropriate for this method.

How to set up automatic email notifications when workorders are ready

If your shop is marking jobs "assembled" in LifeSaver, and you have an internet connection, it is possible for the system to automatically email your clients when their order is ready. The message it sends can be personalized with your shop name and information, as well as the order titles and amount due. For this to work, you must have an email address on file for the customer, with "auto email" selected.

One time setup instructions:
From the main menu:
-Click CONFIGURE → OPTIONS → EMAIL SETUP
-In the first field, enter your email address
-In the second field, enter the name you wish to display in the "FROM" field (your company name?)
-Check the box if you would like to receive a copy as well.
-Click SAVE

Customize the Email template
From the main menu:
-Click CONFIGURE → OPTIONS → EMAIL SETUP → EDIT TEMPLATE
-Edit as desired. Variables will insert first name, the workorder(s) ready, and the amount due.
-Click the "X" on the top right corner when finished
-Click SAVE

Add auto emails as part of your daily closing routine
From the main menu:
-Click CLOSING → PREFERENCES
-Check "email workorder notices" ON
-Click SAVE

Shortcut: *You can send emails from the CALENDAR, by right clicking the customer name → SEND EMAIL*

How do I create a materials shopping list (pick list)?

To help with the ordering process, the system can print PICK LISTS. These lists will give information about the mouldings, mats, mounting materials, and glazing you will need for recent orders. Using this list, you can check your in stock inventory before placing your order(s), and have everything you need to do so. It will sort by vendor, and client.

From the CALENDAR screen: *(F2 at main menu, or click the calendar in WRITE INVOICE or FRAME-IT screens)*
-Click RUN PICK LIST
-You will be asked for a starting workorder. It remembers where you left off. In most cases this is OK.
-Click OK to generate lists
-You have 3 option tabs/views to click on, which will preview the data on screen.
--Moulding By Vendor
--Mats By Vendor
--ALL Materials By Vendor
-To print the current view, click ***PRINT THIS LIST***
-(optional) You may wish to export the lists to EXCEL with the ***EXPORT*** button(s).
Note: The results will be saved to c:\lifesaver\picklist

Personal note: We generally do this once or twice per week, using the steps above. However, many shops print them daily as part of their end of day/closing report. You can also call for a pick list at the daily closing, to make use of the new WEBORDERS feature. (see other tip in this guide)

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How does the PowerPay credit card processing module work?

The free module allows you to accept cards directly through the POS, eliminating the need for a dedicated terminal or phone line. A (USB) card reader attaches to your keyboard or monitor, and allows you to scan the card directly from the payment screen. It uses your internet connection, instead of the phone line, for nearly instant approval. (usually about 1-2 seconds) For info, click HELP → POWERPAY

PowerPay Shortcut: *You can swipe a credit card from the main menu, once it has been learned, and it will automatically call up the customer's payment screen when they return.*

Tip: *To enable shop disclaimers on the receipt, see CONFIG → PRINTING → PRINT DISCLAIMER ON PP*

Tracking commissions for salespeople

This may be handy for outside sales people, inside, or both. It can assign a %, with an optional cap.

Setting up commissioned salespeople
From the CONFIGURE screen:
-Click FILE
-Click DEFINE EMPLOYEES
-Add the initials and full name for the employee.
-Define commission/bonus ranges. ie: $0-$5,000 3%, $5,001-$99,999 2%, etc
-Click ADD to save this employee

Assigning commission
From the FRAME-IT screen:
-Include this sales persons initials in the SP: field
-Click the COMMISSION check box, when appropriate

Enable the monthly commission report
From the REPORTS menu:
-Click on PREFERENCES
-Click on COMMISSION REPORT
-Click OK to save

Tip: *An additional promo percentage can be added for specific art/items. ART → SPECIAL COMMISSION*

Moving between fields

It is not necessary to click each field w/the mouse.
-TAB KEY: moves forward to the next field.
-SHIFT+TAB: goes back to the previous field.

Attaching notes or an 'alert' to a customer's record

If you need a reminder set, which will automatically pop up when your customer next comes in, this is possible. *ex: A reminder not to accept personal checks, authorized purchasers, limits, etc.*

From main menu:
-Click CUSTOMERS
-Click FIND to locate the desired customer
-Click MORE INFORMATION to see the free form text box where you can note the account.
-If you wish this info to pop up on their next visit, click ***ALERT***

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Adding your own in-house moulding line as a new vendor

There may be instances where you would like to add your own moulding to the database. For example: Custom stacking combinations, moulding that you bought in bulk, moulding that has been discontinued, moulding that you manufactured, etc.

Adding your own vendor.
This is a one time process

From the main menu:
-Click MOULDING
-Click ADD/PRICE VENDORS
-Click ADD VENDOR TO LIST
-Click ADD YOUR OWN VENDOR
-In the FULL NAME field, type your shop name. ex: Acme Frame Shop
-In the ABBREVIATION field, give this vendor a brief name. ex: ACME
-In the PREFIX field, type an unused prefix code. ex: ZZ
-Click SAVE VENDOR

Adding individual in-house mouldings to your new vendor
Each moulding item can be assigned a unique number, sharing the prefix created above. ex: ZZ100, zz101, etc Once set up, these can be entered in the ticket screen. Please note that the abbreviation selected above must be noted in each record, in the COMPANY NAME field.

From the main menu:
-Click MOULDING
-Click ADD YOUR OWN
-Type Vendor/Item #. ex: ZZ100
-Type associated COMPANY ABBREVIATION. ex: ACME
-Enter MOULDING WIDTH
-Enter chop and/or length pricing
-Enter description. Ex: In-House 2" Gold
-When done adding mouldings, click STOP ADD
-Click QUIT

Shortcut: Entering an "item ID" for customer provided MOULDING or MAT
If customer wishes to re-use their mat or moulding, it can be handy to have an item called "OWN" , with a zero value. This way, you can enter ***OWN*** as the item # in the FRAME-IT screen and it will charge the appropriate fitting fee; without a charge for materials. This will also flow to the workorder, as a reminder.

Framing Types/Templates: Setting a default glazing, mounting, freight, or misc fee

Framing types can be defined with pre-selected components. It is also possible to define one and set it as your default. *For example, if you want a certain type of glazing always selected.*

From the FRAME-IT screen:
-Click FILE
-Click DEFINE FRAMING TYPES
-Give type 1 a name
-Make your selections for type 1 (example Museum Glass, etc)
-Click DEFAULT to ON
-Click OK
-This will come up as the default, each time you open a blank FRAME-IT screen. If you defined multiple types, you'll see these on a new pull down menu (just above ART CONDITION)

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SAVE A TREE: Preview many reports on screen, with option to print

Most popular reports can be set to preview on the screen.

From the main menu:
-Click REPORTS
-Notice the PRINT PREVIEW column of check boxes on the right side
-Place a check next to any reports that you wish to preview on the screen
-Click RUN after selecting the desired reports
-If you wish to have a hard copy, click the PRINTER icon

Using the POS as an employee TIME CLOCK

Many people don't realize, but the POS has a time card facility built in.

To Enable: (one time only)
From the main menu:
-Click CONFIGURE → OPTIONS
-Check the USE TIME CLOCK feature to ON
-Click SAVE

To Define Employees:
From the main menu:
-Click CONFIGURE
-Click FILE
-Click DEFINE EMPLOYEES
-Add the initials and full name for the employee.
-Set any other optional params desired (commission, etc)
-Click ADD to save this employee

To CLOCK IN or CLOCK OUT: (for your staff)
From the main menu:
-Click ACTIVITY (pull-down menu)
-Click TIME CLOCK
-Enter employee initials/employee ID (as define above) and click FIND
-Status us shown. Click to clock in or out
-Click EXIT

Supervisors Utilities: (security restricted for manager)
From the main menu:
-Click ACTIVITY (pull-down menu)
-Click TIME CARD UTILITIES
-You will be prompted with options to report time card activity, changes, Update an entry, add sick time, add vacation time, etc.

Setting an automatic (default) discount

There may be times where specific clients receive a pre-determined automatic discount. (designers, artists, frequent shoppers, family, corporate, etc) It is possible to set this, on a customer level basis, so it will automatically apply to each new order.

From the MAIN MENU:
-Click CUSTOMER
-Click FIND (or control+F) and select the customer
-Click UPDATE RECORD
-Enter percentage in DEFAULT DISCOUNT field
All future orders for this customer will receive this discount automatically

Explanation of financial reports

At popular request, LifeSaver 5 introduced several new financial and daily closing reports. These reports were designed to meet the needs of shops that use different accounting methods. You can print these reports for any date range, and they can also print as part of your daily closing.

Once you understand what the reports are for, you may wish to disable those which are not applicable for your accounting method. This tip will attempt to explain the differences, although you may wish to consult with your tax professional.

-Orders Paid In Full
Use this report if you only pay taxes on orders that are Paid In Full.
This applies to an ACCRUAL BASED accounting system, and is comparable to the former *sales journal*.
See also: section one of the closing report summary page

-Order Summary Report
Use this report if you pay taxes on all orders written, regardless of payments.
See also: section two of the closing report summary page

-Payment Summary Report
All payments made during a specific month regardless of whether they have been paid in full or not.
This applies to a CASH BASED accounting system.
See also: section three of the closing report summary page

Report Shortcut: You can define which ones you wish to print, via: ***closing → preferences***

Power and Equipment Failure Preparedness

How would your shop do during a power failure, or if your server hard drive failed? These are a few tips to help prepare for such a rare situation.

-Consider installing a UPS (battery backup)
This will keep your PC running for several minutes, during a brief power failure. This will give you time to properly shut it down, to prevent file corruption. This will also keep you online during brief outages or dips, and protect your equipment from brownouts. The credit card terminal can also be plugged into this device. Note: Laser printers should not be plugged into a UPS, because of their high power requirement.

-Backups
Daily backups are essential, and should be rotated to different media. The media (USB flash drive, zip drive, floppy drive, etc) should not be left in the machine, because a theft, lightning, or power surge would likely take out the computer and zap anything in the drives. Full periodic backups should also be considered for other files you have stored on this machine. (documents, spreadsheets, Quick Books, etc) Consider using the ***WebRescue*** off-site backup feature, in addition to your regular backup routine.

-Preparedness for order pick-ups
What some shops do is fold completed workorders lengthwise and store them near the register. This gives a quick glance of what has yet to be picked up, and a fall back method when the PC is unavailable. Some shops write when it was picked up, or even get the customer signature, and file it away.

-Preparedness for pricing during a power failure or system failure
In this rare situation, it is good to have a backup plan. Knowing where the current vendor price lists/books are, having a recent POS printout that shows your pricing matrix, etc. From the main menu, click PRICES and PRINT. With these items handy, you can still conduct business manually until the problem is resolved.

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Time Saver: Using BARCODES in the shop

This optional module adds several time saving features:
-Bar codes will be printed on every workorder, and full size invoice.
-When an order is complete, just SCAN the workorder. LifeSaver will automatically mark it "done"
-When a client comes in to make payment, SCAN their receipt (or w/o). It brings up their payment screen.
-In the Frame-It screen, you can scan MOULDINGS, MATS, and other items to save time and errors.
-In the WRITE INVOICE screen, you can scan inventoried art and gift items.
-Enables barcode printing feature, so you can print moulding, mat, and gift/art inventory labels in-house.
-Enables a "Frequent Framer" card program, which can be scanned when the client comes in.
-The Bar code ***and Printing Module*** also includes support for Dymo brand label printers

For prices and recommendations, see ***APPENDIX A***

NOTE: *When your Bar code reader arrives, you may need to scan a special code to "enable Full ASCII" for code 39. This one time step will make the barcode reader compatible with LifeSaver. This is in the product manual, but included below for your convenience. (left is for the Voyager 1200g model, right is for the Voyager 9520 model)*

If you have the barcode option, you may wish to print labels for your mats, moldings, art/gift items:

-If using an inkjet or laser printer, they should be 2/3" x 3 7/16"
(2 cols of 15 each, 30 per page) Avery product 8366 or 5266

-If using a Dymo/Costar thermal/roll label printer
(260 labels per roll, 2 per perforation) Dymo product 30277

Tip: *To print art/gift inventory tags, visit ART → BARCODE*

FrameVue Visualization System Integration w/LifeSaver

The visualization product tightly integrates with LifeSaver, following the familiar work flow. For example, art size, moulding(s), mat widths, mat(s), reveal(s), are entered only once. These items automatically flow back to LifeSaver, and populate the ticket screen. The images also come back to LifeSaver, and are attached to the workorder. This saves time, typos, and prevents the need for duplicate entry.

Tip: *To see a video of FrameVue, click the TRAINING icon at the main menu of LifeSaver.*

Shortcut: One Click "FrameVue Express Lane"

You can click ***FRAMEVUE*** at the main menu, to start a new order. It will automatically open a new invoice, a new frame-it session, and will invoke FrameVue.

Quick POP-UP CALENDAR for DUE DATE Scheduling

From the FRAME-IT Screen:
-Click the small pull-down to the right of DUE DATE
-Full scheduling calendar will pop up
-Click the desired due date

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Managing Consignment Items with LifeSaver

Adding consignment items to inventory

From the main menu:
-Click ART (art/gift item inventory)
-Click ADD (or FIND an existing item)
-Confirm/Enter information about this piece (desc, title, item #, artist, selling price, etc)
-At the bottom, Fill in the CONSIGNED FROM and AMOUNT TO ARTIST ($ or %) fields

Generate manual report of consignment activity

From the main menu:
-Click ART (art/gift item inventory)
-Click FILE (pull-down menu)
-Click ART COMMISSION REPORT
-Select either "commissions paid" or "commissions due"
-Select starting and ending dates for the report
-Enter consignee name, or leave blank for all
-Click OK to generate report

Enable the automatic daily art consignment due report

This report will create daily closing reports to properly pay your consigned artists. It will also include what sold, to whom, and for how much.
From the main menu:
-Click CLOSING
-Click PREFERENCES
-Click a check next to ART CONSIGNMENT DUE REPORT
-Click OK to save

How can I customize the DISCLAIMERS that appear on my paperwork?

From the main menu:
-Click CONFIGURE
-Click OPTIONS
-Click DISCLAIMER
-Makes desired changes.
-Click OK

Note: You will be prompted to change the framing workorder disclaimer/signature area, as well as the special disclaimer that prints on the optional receipt printer. Disclaimers can also be optionally printed on PowerPay receipts, via CONFIGURE → PRINTING → PRINT DISCLAIMER ON POWERPAY RECEIPT.

Tip: *Some shops have re-worded the workorder disclaimer, and use it for customer approval/signature when orders are picked up.*

How can I VOID an invoice?

In most cases, you would issue a REFUND (main menu). However, there may be times when you wish to void a transaction completely, which has received no payments.

From the WRITE INVOICE screen:
-Click FIND to bring up the invoice in question
-Click the FILE pull-down
-Click VOID INVOICE

Note: You can also remove individual lines on an existing invoice, via the OPTIONS button(s).

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Walk through: Pricing and selling Photo Restoration and/or Printing through LifeSaver

LifeSaver has built in support for 3 vendors: PhotoWonder, DigitalCustom, and Southern Moulding

PhotoWonder: Steps for completing a transaction

At the WRITE ORDERS screen:
-Select SERVICES on the first available line, and choose PhotoWonder, to bring up the options menu
-Select PLACE ORDER
-Select desired service *(Ex: RESTORATION, CARICATURE, POP ART, etc)*
-Enter ORDER CODE and NEXT. *(something to uniquely identify the order. Example: Last name of customer)*
-Click BROWSE and select the image, and click UPLOAD PHOTO.
-Enter project options, special instructions, and (optional) printing info. Click NEXT.
-You will be able to confirm your selections to place order, and it will appear as a line item in the Invoice
-Complete the Sale (apply payment, save, print receipt, etc) as normal
-You will receive a confirmation email, and notification by email when the order is ready.

Note: To set your markup/prices for PhotoWonder, see the information on page 3 of this document.
Note: You can find previously completed orders, reports, contact info, additional product and marketing materials by clicking the PhotoWonder logo in the invoice (Write Orders) screen.

DigitalCustom: Steps for completing a transaction

At the WRITE INVOICE screen:
-Select SERVICES on the first available line, and choose DigitalCustom
-Enter project description. ie: "Miller Restoration"
-(optional) Enter special editing instructions
-Retrieve image. (Click SCAN if you have a scanner, or IMAGE to load from file)
-Select desired options/treatments in the EDITING tab. ex: "Edit Overnight"
-(optional) SCANNING tab, CD/DVD copy, PRINT OUTPUT if you wish DC to print it for you
-SHIPPING tab - Select shipping method if you ordered prints or CD/DVD.
-Note suggested retail prices at the bottom of the screen for each of the above categories, w/total
-Click SAVE when satisfied with all choices, and it will place the order as a line item in the Invoice screen
-Complete the Sale (apply payment, save, print receipt, etc) as normal
-Order will be transmitted with your daily closing, assuming the option is turned on. (see above)

DigitalCustom: Enable the transmission of orders at closing (one time process)
At the CLOSING menu:
-Click Preferences
-Make sure "Upload Digital Custom (when orders are ready)" is checked "ON" and click SAVE
Note: If the system detects orders that are pending, it will prompt with a transmission preview screen when you do the daily closing.

Note: To receive free information, click HELP → DIGITALCUSTOM IMAGING
Note: To set your prices for DigitalCustom, see the information on page 3 of this document.
Note: This feature also works with Southern Moulding's restoration service. via Configure → Options

Can I sell oval frames through the POS?

Frames from **INLINE OVALS** or **PRESTO** can be sold directly through the FRAME-IT screen:
-In the moulding field, enter the vendor and style ID. Ex: IO100
-A special lookup dialogue will come up, asking you to pick the shape, size, and finish.
-Click CONTINUE once you have made your selections.

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Pricing PRISMA brand frames with LifeSaver

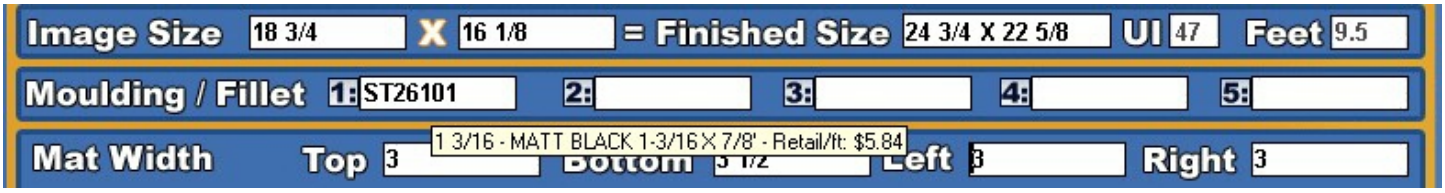
From the FRAME-IT screen:
-Click the PRISMA logo, between moulding fields 1 and 2, to call up the selection dialogue.

Informative Context Sensitive Help pop-ups

If you hover the mouse over certain places in LifeSaver, informational balloons will appear:

From the CONFIGURE screen:
-Hover over any option for a detailed description of its purpose

From the FRAME-IT screen:
-Hover the mouse over any SPECIAL item, for Unit price, qty, total appropriate for current dimensions
-Hover mouse over moulding and/or mat Ids to see description, retail price, etc



HOW THE *QUOTE and HOLD* SYSTEM WORKS

If a customer is not ready to buy, Proposals/Quotes can be printed and the orders placed on HOLD. Once a decision is made, these items can then be converted to real orders and assigned an invoice number.

To place a transaction on HOLD

From the WRITE INVOICE screen:
-Write up the invoice in the usual manner, entering as many framing and art/misc items as desired.
-Assign a customer name to the order. (or add them as a new customer)
-(optional) Click QUOTE, if you wish to give a written estimate
-Click HOLD *(note you are doing this INSTEAD of clicking SAVE)*
-(optional) Enter comments, such as discussed details or when the offer expires.
-Click CONTINUE and OK
-It will be put aside for future use, and will *not* be assigned a workorder# or invoice# at this time.

To re-call a transaction from HOLD

From the WRITE INVOICE screen:
-Click HOLD on a blank invoice that has no items, to see a list of transactions currently on HOLD
-Select the desired customer and click CONTINUE
-Highlight the held order, and put checks next to the line item(s) you wish to activate.
-Click RESUME to populate your blank invoice screen with this order
-Complete the transaction by saving or taking PAYMENT in the normal way.
-Invoice and workorder numbers will now be assigned, and it will be added to accounts receivable.
-A prompt will appear, asking if you wish to keep HOLD info for future use (repeating corp jobs, etc)

***Tip:** If you would like to print a message on the QUOTE, you may do so in the NOTES field at the top of the invoice screen. Ex: "This quote is valid for 30 days" "Please allow 2 weeks for production", etc*

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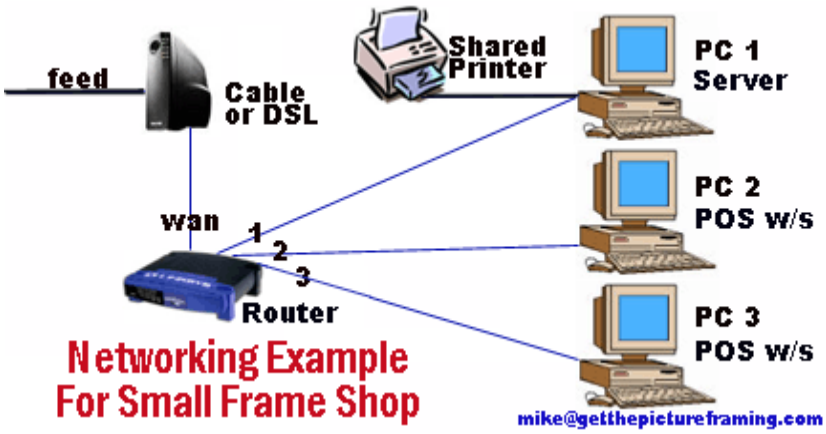
Growing Your POS: Adding More Workstations

It is possible to add additional pc's, so you can use the POS on more than one computer. This allows multiple transactions to happen at the same time, sharing common databases and printers. Each additional workstation ("client") license has a one time fee, as noted in ***APPENDIX A***.

Basic Shop Networking Tutorial:

A small peer-to-peer shop network usually consists of a broadband internet feed (DSL, Cable, FIOS, T1, etc), which connects to a router. The PC's in your shop are then connected to the router, as in the diagram. One of the machines is be set up as a "server", so its data and printers can be accessed by the others. All pc's in this configuration will also have access to the internet, and will have the benefit of the firewall built into the router. The additional workstations are called "clients".



Installing The LifeSaver CLIENT version: (if your network and server have already been set up)
-Run the INSTALL_CD_CLIENT program, provided by LifeSaver. (CD or Internet)
-After it installs, it will ask for the path to your LIFECUST.dbf file on the shared server drive. Ex: L:\
-The software will then automatically update to the newest version, from your server.
-The default login is "Manager" with a password of "Manager". You may want to change this later.
-Click CONFIGURE and assign a printer to this workstation. (Shared printer on the server is OK)

Wired Versus Wireless:

Wireless lacks the speed and reliability of a traditional wired connection, and has potential for security problems. A weak wireless signal could corrupt your database. Some forms of wireless encryption (WEP, etc) have been broken, and are easily hacked. If you absolutely need wireless, make sure you take precautions to secure the wireless transmitter in your router. If you will not be using wireless, I suggest disabling the radio entirely.

What Do I Need?

Linksys/Cisco WRT54G, E1200, E1500, Netgear N300 (or better) router (~$50 @ Staples)
Ethernet cables long enough to reach from the router to each PC. (Staples: 25' ~$15, 50' ~$25, etc)
A LifeSaver client license for each additional workstation.
Current Anti virus software for each PC, since they will be connected to the internet. (Kaspersky, etc)
Make TWO or more backups of your current system, just in case you make an error. Better safe than sorry

Hooking It Up and Testing Your Network:

-Power down ALL equipment, including the broadband modem
-Run an Ethernet wire from the broadband modem to the WAN/INTERNET port on the router
-Plug the PC's Ethernet wires into the ports on the router, labeled 1, 2, 3, etc (see diagram above)
-Turn on the broadband modem, then the router, then the pcs. (wait about 2 mins between each step)
-PCs should receive settings from the router. If not, DHCP will need to be set to AUTOMATIC.
-Load your web browser and confirm that you can access the internet from each PC.
-If the internet works from each pc, go on. Otherwise, insert the CD that came with the router and configure it with the custom settings as provided by your internet company. (DSL login id/password, or static IP settings)

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Sharing the "SERVER" Machine Resources: (PC1 in above diagram)
-Go to my COMPUTER → double click C: , and right click the LIFESAVER folder
For XP, Select SHARING → ENABLE → check ALLOW OTHERS TO CHANGE → OK
For VISTA, Select SHARING → Enable SHARING, → (if needed) Select Account → Click SHARE → DONE
For WIN7, Select SHARE WITH → specific people → add EVERYONE → Read/Write → Click SHARE
Win7 note: If all PC's are WIN7, use HOMEGROUP. If sharing w/XP or Vista, disable PW protected sharing

-Go into the windows printer folder and right click the desired printer
For XP, Select SHARING → ENABLE → OK
For VISTA, Select SHARING → CHANGE SHARING OPTIONS → SHARE THIS PRINTER → APPLY → OK

Configuring the "CLIENT" Machine(s) to Access the Server Resources: (PC2 & PC3 in above diagram)
Note: Each PC on your network should have a unique name, and should share the same workgroup name
-Go to printers folder → add new → Network → BROWSE. Find server's printer name, add it from the list.
-Go to my COMPUTER → TOOLS → MAP NETWORK DRIVE → L: → BROWSE. Pick/find server drive

Install the Client version of LifeSaver, as explained on previous page.

Feel free to visit the grumble chat room if you need help with this, consult official docs, or hire a PC tech.

Special Note: *By default, wireless is turned on and has NO protection. Anyone within a few blocks could technically use your internet for free and steal or modify your shared files, customer list, etc. It is VERY important to fix this by either disabling the radio entirely, or taking steps to improve security if you wish to use a laptop or other wireless device in the office. Even if you are not using the wireless portion of your router, it is available to others. The encryption method WEP should not be used, as it has been broken by hackers. WPA or WPA2 are better. No wireless is truly secure, and I DO NOT generally recommend it in a business environment.*

Improving Security for a wireless router
-Using a web browser, log into the configuration menu of your router
Example: Navigate to http://192.168.1.1 or http://192.168.0.1 (note: The default PW is probably **admin**)
-Click the WIRELESS tab
-Assign a name to your wireless network in the SSID field ie: ACMEFRAME
-Change the wireless channel from 6 to 9 (or any other number. They ALL come on 6, and will conflict)
-Click SAVE SETTINGS
-Click WIRELESS SECURITY tab
-Set SECURITY MODE from 'NONE' to 'WPA PERSONAL'
-Set WPA ALGORITHMS to 'TKIP + AES' or 'TKIP'
-Set WPA SHARED KEY to a unique 10 character password. I suggest NOT using words found in dictionary
-Note the password/key, because you will need to provide it once for each PC that connects in the future
-Click SAVE SETTINGS

Disabling the WIRELESS Radio in your router (Highly recommended, if you won't be using wireless)
-Using a web browser, log into the configuration menu of your router
Example: Navigate to http://192.168.1.1 or http://192.168.0.1 (note: The default pw is probably **admin**)
-Click the WIRELESS tab
-In the WIRELESS NETWORK MODE field, select 'DISABLED'
-Click SAVE SETTINGS

Note: *Links and password above are assuming the suggested LINKSYS brand router. If you have another brand, consult your manual for the correct web link, login ID, password, and configuration instructions. The screens may vary slightly, depending on the brand and model.*

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Inserting your company logo at the top of Invoices and Quotes *(for versions ending in TV)*

Your image should be 324 x 108 or within the same proportion. (three times wider than it is high) If you are using a black and white laser printer, you will get best results by using a B&W version of your logo.

HOW TO INSERT YOUR COMPANY LOGO
From the CONFIGURE MENU:
-Click OPTIONS
-Click LOGO SETUP icon
-Click FIND and browse to locate the image
-Click USE LOGO
-Click CONTINUE and SAVE

Adjusting Kaspersky Anti-Virus to work with LifeSaver

Some LS users with older/slow computers have reported random errors, caused by their AV software. If you have experienced this seemingly unexplainable behavior, here is a solution which requires 2 small setting changes:

IF YOU HAVE KASPERSKY ANTI-VIRUS 2011-2014:
-Right click the red **K**(aspersky) logo, down in the system tray (near the clock), and click SETTINGS
-Click the 4th (OPTIONS) tab (picture of cardboard box/package)
-Click THREATS and EXCLUSIONS
-In the EXCLUSIONS section, click the SETTINGS button

Change 1:
-Click the EXCLUSION RULES tab
-Click +ADD
-Click SELECT OBJECT (link)
-In the OBJECT NAME dialogue, browse or type C:\LIFESAVER\ and click OK

Change 2: (from the same area)
-Click the TRUSTED APPLICATIONS tab (within Threats and Exclusions menu)
-Click +ADD
-Click BROWSE and find c:\lifesaver\LifeSaver.exe, then click OPEN
-In the "Exclusions for application" window that follows, check all 4 boxes and click OK (three times)

IF YOU HAVE KASPERSKY 2010 or KASPERSKY 2009:
I suggest getting the FREE website update to the 2014 version

Special note for those with more than one LifeSaver terminal in their shop: *Out of the box, most Anti-virus SUITE programs include a firewall which blocks DRIVE SHARING and PRINTER SHARING. This change has to be applied to all PC's on your network, so they can communicate with each other and LifeSaver. Similar setting changes will be needed for Norton 360/NIS, McAfee, and other suites.*

IF YOU HAVE KASPERSKY PURE 2013 or INTERNET SECURITY 2013 w/more than 1 PC:
-Right click the red **K**(aspersky) logo, down in the system tray (near the clock), and click SETTINGS
(Note if you have PURE 2012: open it then click MY COMPUTER PROTECTION then SETTINGS)
-Click FIREWALL and then SETTINGS
-Click NETWORKS and find your active network. (will not be grayed out)
-Right click your network and set it as a TRUSTED NETWORK
-Save and exit

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Adding a company logo (or coupon) to your dedicated receipt printer *Advanced Tip*

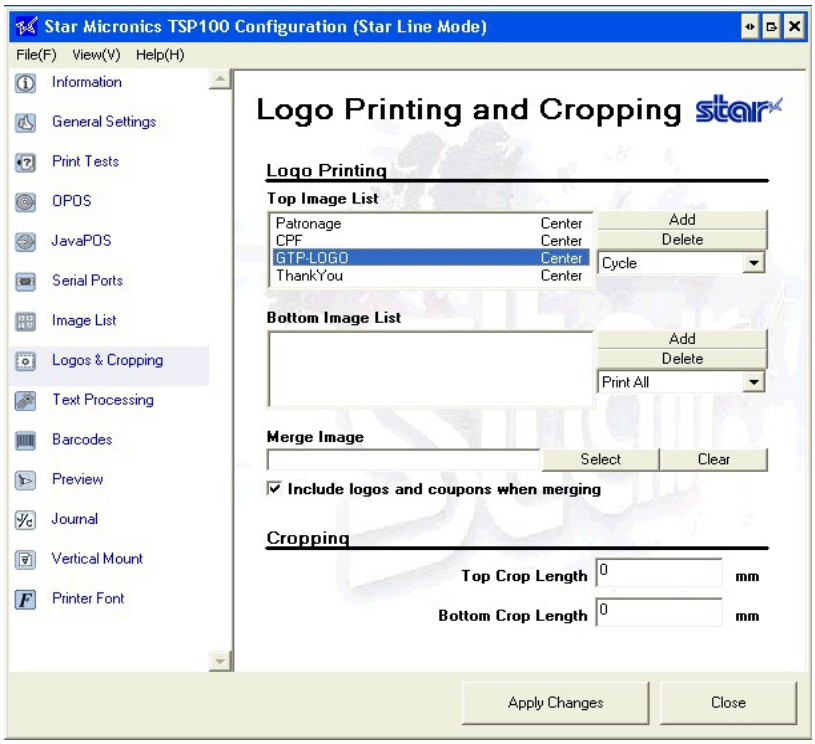
If you are using a Star 100 series or Star 700-II printer, it's possible to print a company logo at the top of every slip. (customer invoices, payments, and PowerPay signature receipts, etc). It's also possible to have it print rotating promotions on the bottom of every slip, if desired. (alternating coupons or pics/slogans)

This feature is a function of the printer driver, so it is supported directly by Star; not LifeSaver tech support. If you have additional questions about this feature, please contact Star Micronics, or the vendor where it was purchased.

Your image(s) should be simple b&w, since the printer doesn't do gray or color. It can, however, convert a color image, with mixed results. Each image you wish to include should be saved as a *.jpg or *.gif file.

HOW TO IMPORT A LOGO OR COUPON
-Navigate to START →ALL PROGRAMS →STAR MICRONICS →STAR TSP 100/700
-Click CONFIGURATION UTILITY
-Click OK when prompted for emulation type (Star Line Mode/Default)
-Select IMAGE LIST on the left side
-Click ADD NEW
-Find the logo/image you wish to use, and hit OPEN
-Your image will now appear in the preview screen for adjustment
-Try DITHER METHOD options NONE and ERROR DIFFUSION to see which looks best
-Click TEST PRINT to get a sample
-Adjust width if you want to make it smaller
-Click USE IMAGE when satisfied
-Click APPLY CHANGES, which sends the logo to the printer's memory
You can click ADD NEW if you have more images to add...

HOW TO ACTIVATE A PREVIOUSLY LOADED LOGO or IMAGE
-Click LOGOS AND CROPPING on the left side (see image below)
-Determine if you want it on the top of bottom and click ADD
-Select the desired logo from the list of pre-loaded images, and click USE
-Note: You can load multiple images and tell it to CYCLE, if desired
-Click APPLY CHANGES



Note: There is also a TEXT PROCESSING command on the left side, to have it print specific promotions when it sees certain text, but I haven't tried it. Enjoy! I hope you find the above info helpful.

APPENDIX A: Optional modules and supported hardware

See tips guide for an overview of these modules and features:
FrameVue, WebRescue, WebSites, WebOrders, WebReports, Powerpay, DigitalCustom, Canvas Art Works, and Artaissance

Additional LifeSaver Workstation License (networked at the same physical location)
Software Cost: $300 per additional workstation, one time fee. *Yearly support fees do not increase.*

FrameVue Visualization
Software lease fee: $399 for year 1, $199 each additional year.
Camera for Windows 8.1/7/Vista/XP: Canon *PowerShot S5 IS (eBay) Canon REBEL/EOS most models*
Ceiling bracket for Canon models: ~ $4.07 Item MCB1B at www.amazon.com
USB active extension cables: Avail in 16' (max 80' w/5 chained together), or 32' (max 96' w/3 chained together)
Sources: www.usbgear.com USBG-2U16 (16') $12.97, USBG-36FTAB (36') $23.98 www.amazon.com 16' $8.49, 32' $15.96

PowerPay Credit Card Processing *Star thermal receipt printer (below) recommended.*
Software Module Cost: Free. *Click HELP → SIGN UP WITH POWERPAY for info.*

USB credit card READER: Provided by PowerPay for free
USB debit card PIN PAD: Available through PowerPay at reasonable cost

High Speed Thermal Receipt Printer (Note: can be networked/shared with multiple stations)
Star 100 Series. *Dark gray w/USB interface, auto cutter, internal ps, CD, wall kit, cable*
Source: www.posworld.com Item# *TSP143II ECO* $209 (can print logo or coupons)
Some older printers that work: Star 100, 600, 600 II, 700, 700 II, etc
Note: A DYMO printer can also be used for receipts, but without auto cutter, logo, or cash drawer support

Automatic Cash Drawer w/media slots. Source: POSWorld Some popular models:
$238 shipped EP-125NKUSB-M (USB interface, for under counter security/mounting bracket +$27) BEST
$186 shipped ADV-113B11310-04_226-199STSP10-00 (Star printer interface, under counter bracket +$39)

Barcode Scanning and Printing Module, including Thermal Label Printer Support Module
Software module cost: $249 *(now includes both modules)*
Recommended barcode reader(s): *(Recommended source www.posworld.com)*
Metrologic Voyager 9520 USB, hands free/triggerless, w/stand item# MK9520-32A38 $123
Honeywell Voyager 1200G USB, hands free/triggerless, w/stand item# 1200G-2USB-1 $128
Recommended tag printer: Dymo Turbo 400 (69100) or Dymo Twin Turbo (69115)
note: The dymo printers are capable of barcode tags, mailing labels, or receipts. These are often on sale at office supply stores.

Which consumables work with LifeSaver and my printer?
Star receipt printer paper rolls: 3 1/8". www.posworld.com Item# 1213 box of 50 rolls @ $70 shipped
Dymo printer: mat/moulding/art & gift barcode label rolls: 30277 or 30332(1"), receipt paper rolls: 30270, mailing labels: 30252
Laser printer: mat/moulding/art & gift barcode labels: Avery 8366 or Avery 5266, mailing labels: Avery 5160 * (30 per sheet)
*also OK for laser mailing labels: Avery 5260, 5520, 5810, 5960, 5970, 5971, 5972, 5979, 5980, 8160, 8660, 8810

OTHER RESOURCES:
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www.onlineframingsoftware.com Visit to learn about having your own online framing website
www.framingbusinessconsulting.com Ken can help to create custom pricing tables, appropriate for your market goals
www.techbargains.net Check the left column for today's computer bargains and market prices.
www.thegrumble.com The Picture Framer's Grumble and forum
www.ppfa.com Professional Picture Framer's Association and Framer's Corner forum

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